



KWANTLEN
POLYTECHNIC
UNIVERSITY

Program Review Guide #3: Self-Study Data

Office of Planning & Accountability
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1. Introduction

KPU's Program Review process is designed to be informed by quantitative and qualitative data. OPA will provide the Program Review Team, i.e., the team of faculty members conducting the review, with a standard set of administrative data, and will administer surveys to obtain feedback from students, alumni, faculty, and discipline/sector representatives.¹

The Self-Study Guide (Guide #4) identifies how each piece of data can be used to address specific program review questions. This guide (Guide #3: Self-Study Data) provides information about the data itself.

The administrative data and survey results are provided to the Program Review Team already formatted for inclusion as appendices to the Self-Study Report. The Program Review Team should refer to the appropriate data in the Self-Study Report as they develop evidence-based conclusions and recommendations.

2. The Data Collection Process

The Data Collection phase for the Self-Study Report begins right after the Curriculum Review phase is completed and should take about 3 months.

Step 1: Administrative data report is prepared by OPA towards the end of Phase 2: Curriculum Review. For open-intake programs, students may not yet be declared into the program. For some programs, declaration isn't required until students apply to graduate. For others, declaration may not happen until well into their second year of the program. For these reasons, it can be challenging to identify the students in the program. Hence, for open-intake programs, OPA will first meet with the Program Review Team to identify core courses that can be used to identify undeclared students who are pursuing the program.

Step 2: The Program Review Team reviews the administrative data report and determines whether additional administrative data is needed. OPA is available to provide additional data, where feasible. Sometimes OPA conducts customized analysis to address program-specific needs, but this takes time and so requests should be made to the Manager, Quality Assurance as early as possible.

Step 3: In preparation for the survey launch, the Program Review Team:

- provides the list of faculty members and discipline/sector representatives to be surveyed; and
- reviews the standard survey questions that are provided in this guide (Guide #3: Self-Study Data) and determines whether there is additional information to collect through the surveys.

Step 4: If the Program Review Team identifies that additional information is needed, they provide the Manager, Quality Assurance with the type of information required and how this information will be used. OPA translates the information into questions appropriate for the surveys, determines where to place them in the surveys, and seeks feedback from the Program Review Team. So that the surveys aren't too long, all new questions should be considered carefully to ensure they will provide valuable data relevant to program review.

Step 5: The Dean sends a pre-communication email to identified discipline/sector representatives and the PAC informing them that they will be invited to participate in the upcoming discipline/sector and PAC survey. This message outlines the purpose of the survey and emphasizes the importance of their input (See Appendix E).

Step 6: OPA administers the surveys. During the survey period of three weeks, recipients receive three reminders and the Program Review Team receives weekly response rate updates.

¹ Community partners, industry experts, employers of graduates, and program advisory committee members are the discipline/sector representatives.

Step 7: OPA prepares reports of the survey results, formatted for inclusion in the Self-Study Report appendices, shares them with the Program Review Team, and provides assistance with interpretation of the results, if needed.

3. Administrative Data

The administrative data report, prepared by OPA, includes the following information for chapters 3 and 4 of the Self-Study Report:

For Chapter 3, Program Relevance and Demand – 3.3. Student Demand:

- demographic profile of program students;
- course and program headcounts for the past five years;
- number of students enrolled in similar programs at other BC public post-secondary institutions;
- waitlist trends for required courses in the program, if applicable.
- filled seats in program courses for the past four years;
- cost structure of the program;

For Chapter 4, Effectiveness of Instructional Delivery – 4.1. Instructional Design Delivery of the Curriculum:

- graduate assessment of the program from BC Student Outcomes Survey including comparison data for similar programs in BC.

For Chapter 4, Effectiveness of Instructional Delivery – 4.2. Student Success:

- grade distributions including mean grades, DFW² and repeat rates in the program and across the Faculty;
- graduate headcounts and median years taken to graduate;
- retention to second year and leaver rates, where available;
- graduate employment outcomes from BC Student Outcomes Survey including comparison data for similar programs in BC.

Sections of the Self-Study Report where the results should be reported are highlighted throughout the administrative data report. Glossary and footnotes provide important information about the data sources and definitions.

4. Surveys

The program review surveys include the standard questions that should be asked of students, alumni, faculty, and discipline/sector to address the issues to be covered in the Self-Study.

4.1. Student Survey

The student survey is designed to gather student feedback about various aspects of the program including the relevance and currency of the curriculum, instructional delivery, services, resources, and facilities, and their overall educational experience. The student survey also includes several open-ended questions to gather input on the strengths of the program and areas for improvement.

Please refer to Appendix A for the list of standard questions in the student survey.

4.2. Alumni Survey

The alumni survey gathers feedback on how the program prepared the alumni for their career and/or further education, and what was missing, if anything, from the program given their experience in the labour market. It

² DFW rate is the percentage of students who either received a grade of D or F or withdrew from the course.

provides graduates with the opportunity to share their feedback on the quality of their education and their post-graduation employment and/or further studies, which then helps Program Review Teams to determine what is needed to improve the KPU experience for future students. The alumni survey also includes open-ended questions to gather feedback on the strengths of the program and areas for improvement.

Please refer to Appendix B for the list of standard questions in the alumni survey.

4.3. Faculty Survey

The faculty members are surveyed to reflect on the program and gather their feedback about various aspects of the program including the relevance and currency of the curriculum, instructional delivery, and services, resources, and facilities. The faculty survey also includes several open-ended questions to gather input on strengths and areas for improvement.

Please refer to Appendix C for the list of standard questions in the faculty survey.

4.4. Discipline/Sector Survey

Community partners, industry experts, and employers of graduates identified by the program receive the discipline/sector survey. The purpose of the survey is to gather feedback on whether the program's curriculum is reflective of the needs of the discipline/sector and responsive to the changes over time. It includes open-ended questions to gather feedback on strengths of the program and areas for improvement from the discipline/sector representatives who are familiar with the program.

Programs may wish to consult their PACs to identify discipline/sector representatives to survey.

Please refer to Appendix D for the list of standard questions in the discipline/sector survey and Appendix F for a sample survey pre-communication email from the Dean.

4.5 PAC Survey

Program advisory committee (PAC) members receive the PAC survey. The purpose of the survey is to gather feedback on whether the program's curriculum is reflective of the needs of the discipline/sector and responsive to the changes over time. It includes open-ended questions to gather feedback on strengths of the program and areas for improvement. There is also a subset of questions that assess the PAC's effectiveness relative to KPU's PAC Policy and Procedure AC1.

Please refer to Appendix E for the list of standard questions in the discipline/sector and PAC survey and Appendix F for a sample survey pre-communication email from the Dean.

Appendix A: Student Survey Standard Questions

KPU Program Review Student Survey

Survey Invite:

Your voice matters: Help shape the future of KPU's [Program Name].

Dear [Name],

KPU's [Program Name] is currently undergoing a review, and your feedback is essential. As someone who has taken courses in this program, you have firsthand experience that we rely on to identify what's working well and where meaningful improvements are needed. By completing this survey, you directly influence how the program evolves for current and future students.

The survey takes approximately 15–20 minutes and includes opportunities to share detailed comments. While participation is voluntary and you may skip any questions, we strongly encourage you to complete the survey in full so your perspective can have the greatest impact.

Please complete the survey by [Date].

Your responses will be handled exclusively by KPU's Office of Planning & Accountability. All feedback is anonymous and you will not be made identifiable in any of the reporting. Results will be reported in aggregate, along with anonymized comments.

As a thank you for your time, you can choose to enter a draw to win a \$100 gift card (Amazon or grocery store). Contest rules are available at kpu.ca/iap/contestrules.

If you have any questions or concerns, please contact [Research Analyst Name] at [Research Analyst Email].

Survey Questions:

Sections of the Self-Study Report where the results should be reported are highlighted throughout. The highlighted statements and phrases in brackets are not shown in the actual surveys.

QUESTIONS ON CHAPTER 3: PROGRAM RELEVANCE AND DEMAND

Who takes the program?

Your Program

For non-cohort-based programs only - relevant credentials should be included

1. Which of the following credentials are you working towards at KPU? Please select all that apply.
 - ☐ Graduate Certificate in [Program Name]
 - ☐ Post-Baccalaureate Diploma in [Program Name]
 - ☐ Bachelor's degree: Major in [Program Name]
 - ☐ Bachelor's degree: Minor in [Program Name]
 - ☐ Associate of [Faculty Name] in [Program Name]

- Diploma in [Program Name]
- Certificate in [Program Name]
- None of the above [skip to the end]
- Don't know [skip to Q3]

Reasons for Taking the Program

Display if a credential is selected in Q1

2. What was your main reason for enrolling in the [Program Name] program?
 - To prepare for a specific career or job
 - To improve my job prospects and/or earning potential
 - To prepare to transfer to another institution
 - To qualify for graduate studies
 - To qualify for the Post-Graduation Work Permit program (*display if student is international*)
 - Other, please specify:

QUESTIONS ON CHAPTER 4: EFFECTIVENESS OF INSTRUCTIONAL DELIVERY

Instructional Design and Delivery

When responding to questions about the quality of the education you have received, please refer to the program as a whole **without specifying the names of individual instructors or courses**.

Are appropriate opportunities provided to help students acquire the PLOs?

3. Program Learning Outcomes are statements that describe the knowledge and skills students will have upon completion of a program. To what extent are the courses you are taking for KPU's [Program Name] program helping you develop each of the following learning outcomes?

	Not at all	A small extent	A moderate extent	A large extent
Program Learning Outcome 1				
Program Learning Outcome 2				
Program Learning Outcome 3				
Program Learning Outcome 4				

Are appropriate opportunities provided to help students acquire the skills identified by the ministry and KPU's Skills and Outcome Policy?

The following question is intended exclusively for undergraduate programs below Level 5 and should not be included in programs at Level 5 or above.

4. To what extent are the courses you are taking for KPU's [Program Name] program helping you develop each of the following skills?

	Not at all	A small extent	A moderate extent	A large extent
Writing clearly and concisely				
Speaking effectively (verbally express opinions or ideas clearly and concisely)				

	Not at all	A small extent	A moderate extent	A large extent
Reading and comprehending material (appropriate to the field)				
Working effectively with others				
Analyzing and thinking critically				
Resolving issues or other problems				
Learning on your own				

Are appropriate work-integrated and/or community-engaged learning opportunities provided to help students acquire the learning outcomes?

5. How much do you agree or disagree that you have sufficient opportunities in the program to reinforce your learning through practical application of this learning? *(included if applicable to the program)*
 - ☐ Strongly disagree
 - ☐ Somewhat disagree
 - ☐ Neither agree nor disagree
 - ☐ Somewhat agree
 - ☐ Strongly agree
6. Were you involved in any of the following work-integrated and/or community-engaged learning opportunities? Select all that apply. *(included if applicable to the program - program should review response options)*
 - ☐ Practicum or clinical placement
 - ☐ Co-op
 - ☐ Work-integrated course project where you reinforce your learning through a practical application relevant to industry or a community partner. This includes service learning.
 - ☐ Applied research projects
 - ☐ Studio courses
 - ☐ Lab courses
7. Indicate the extent the following learning opportunities contributed to your learning. *(included if applicable to the program)*

	Not at all	A small extent	A moderate extent	A large extent
Include the selections from previous question.				

Does the program design ensure students are prepared for subsequent courses? / Are students making satisfactory progress in the program?

8. Thinking of KPU's [Program Name] program as a whole, please indicate your agreement with the following. *(Last two items are for non-cohort-based programs only)*

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
The prerequisites offered prepare me for more advanced courses.					

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
I am able to take the prerequisite courses when I need them					
The range of courses offered each term is adequate.					

Does the instruction meet the needs of diverse learners?

9. Thinking of how the program is delivered, please indicate your agreement with the following.

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
My instructors accommodate my learning needs.					
My instructors present the course materials effectively.					
My instructors are up-to-date on current developments in the discipline/sector.					

10. Overall, how satisfied or dissatisfied are you with the instruction you have received in KPU's **[Program Name]** program?

- ☐ Very dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat satisfied
- ☐ Very satisfied

11. Thinking of how instruction is delivered across the program as a whole, please indicate the strengths of the program instruction.

[Open-ended]

12. Thinking of how instruction is delivered across the program as a whole, please provide suggestions you have for improvement in program instruction.

[Open-ended]

Do the assessment methods allow students to demonstrate the extent to which they have achieved the learning outcomes?

13. Thinking of how learning is assessed in the program as a whole, indicate your agreement with the following.

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
I receive clear information on how I will be					

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
evaluated.					
The range of assessments lets me demonstrate what I have learned.					
The assessment standards are consistent throughout the program.					
My instructors provide useful feedback.					
My instructors provide timely feedback.					

Are the program learning outcomes relevant to the current needs of the discipline/sector?

Program Relevance

The program curriculum is the academic content taught in a specific program.

14. Thinking of KPU's **[Program Name]** program as a whole, how much do you agree or disagree that the program's curriculum is relevant to your career goals?
 - ☐ Strongly disagree
 - ☐ Somewhat disagree
 - ☐ Neither agree nor disagree
 - ☐ Somewhat agree
 - ☐ Strongly agree

15. Overall, how satisfied or dissatisfied are you with the curriculum of KPU's **[Program Name]** program?
 - ☐ Very dissatisfied
 - ☐ Somewhat dissatisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Somewhat satisfied
 - ☐ Very satisfied

16. Thinking of KPU's **[Program Name]** program's curriculum as a whole, please indicate the strengths of the program.
[Open-ended]

17. Thinking of KPU's **[Program Name]** program's curriculum as a whole, please provide suggestions you have for improvement.
[Open-ended]

18. What topics, if any, are missing from the program?
[Open-ended]

QUESTIONS ON CHAPTER 5: RESOURCES, SERVICES AND FACILITIES

Program Resources, Services and Facilities

Does the program have the library and learning resources needed to deliver the curriculum?

19. How satisfied or dissatisfied are you with the following library resources as they apply to KPU's **[Program name]** program? *(Program decides whether to add or remove items)*

	Have not used	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied
Equipment/laptops for loan						
Print/hard copy book collection						
Ebook (electronic book)						
Print/hard copy magazine, newspapers, journals						
Full text online articles and research databases						
Online subject guides (Libguides)						
DVD collection						
Online streaming videos						
Librarian support for program-related research						
Library workshop						

Does the program have the specialized technology needed to deliver the curriculum?

20. How satisfied or dissatisfied are you with the following specialized technology as they apply to KPU's **[Program Name]** program? *(Included if the if the program has specialized technology)*

	Have not used	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied

Does the program have the facilities needed to deliver the curriculum?

21. How satisfied or dissatisfied are you with the following facilities as they apply to KPU's **[Program Name]** program? *(included if the program has specialized facilities)*

	Have not used	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied

Does the program have the support services needed to deliver the curriculum?]

22. How satisfied or dissatisfied are you with the following as they apply to KPU's [Program Name] program?
(program decides whether to add other services)

	Have not used	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied
Availability of required texts at the KPU bookstore						
Advising Services						
Career Services						
Accessibility Services						

23. Thank you for completing the survey! Would you like to be entered into the draw for your choice of a \$100 gift card to Amazon or a grocery store?
- ☐ Yes
 - ☐ No

Display if Q23 is Yes

24. Please enter your KPU email address. This will only be used to conduct the prize draw and contact the winner. It will not be linked to your survey responses. Make sure to click "Submit" at the bottom of this page.
[Open-ended]

Thank you very much for your feedback! Your participation is greatly appreciated and will go a long way towards strengthening KPU's [Program Name] program.

Appendix B: Alumni Survey Standard Questions

KPU Program Review Alumni Survey

Survey Invite:

Your voice matters: Help shape the future of KPU's [Program Name].

Dear [Name],

KPU's [Program Name] is currently undergoing a review, and your feedback is essential. As a graduate of this program, you can offer a unique perspective on how well the program prepared you for further education, employment, and professional growth. Your experiences and insights will help us identify the program's strengths and areas for improvement. By completing this survey, you directly influence how the program evolves for current and future students.

The survey takes approximately 15–20 minutes and includes opportunities to share detailed comments. While participation is voluntary and you may skip any questions, we strongly encourage you to complete the survey in full so your perspective can have the greatest impact.

Please complete the survey by [Date].

Your responses will be handled exclusively by KPU's Office of Planning & Accountability. All feedback is anonymous and you will not be made identifiable in any of the reporting. Results will be reported in aggregate, along with anonymized comments.

As a thank you for your time, you can choose to enter a draw to win a \$100 gift card (Amazon or grocery store). Contest rules are available at kpu.ca/iap/contestrules.

If you have any questions or concerns, please contact [Research Analyst Name] at [Research Analyst Email].

Survey Questions:

Chapters of the Self-Study Report where the results should be reported are highlighted throughout. The highlighted statements and phrases in brackets are not shown in the actual surveys.

For non-cohort-based programs - only relevant credentials should be included.

If there is only one credential, remove this question.

1. What is the highest credential you have earned in KPU's [program name] Program?
 - ☐ Graduate Certificate in [Program Name]
 - ☐ Post-Baccalaureate Diploma in [Program Name]
 - ☐ Bachelor's degree: Major in [Program Name]
 - ☐ Bachelor's degree: Minor in [Program Name] Ask next question
 - ☐ Associate of [Faculty Name] in [Program Name]
 - ☐ Diploma in [Program Name]
 - ☐ Certificate in [Program Name]

2. When did you complete this credential? (Program decides how far to go back – major revisions, if any, should be taken into consideration)
- ☐ 2023
 - ☐ 2022
 - ☐ 2021
 - ☐ 2020
 - ☐ 2019
 - ☐ 2018

QUESTIONS ON CHAPTER 3: PROGRAM RELEVANCE AND DEMAND

Program Relevance

Are the program learning outcomes relevant to the current needs of the discipline/sector?]

3. Program Learning Outcomes are statements that describe the knowledge and skills students will have upon completion of a program. Please indicate how relevant each of the following Program Learning Outcomes was to your career goals.

	Not at all relevant	Slightly relevant	Somewhat relevant	Very relevant
Program Learning Outcome 1				
Program Learning Outcome 2				
Program Learning Outcome 3				
Program Learning Outcome 4				

4. The program curriculum is the academic content taught in a specific program. Overall, how satisfied or dissatisfied are you with the curriculum of KPU's **[Program Name]** program?
- ☐ Very dissatisfied
 - ☐ Somewhat dissatisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Somewhat satisfied
 - ☐ Very satisfied
5. Thinking of KPU's **[Program Name]** program's curriculum as a whole, please indicate the strengths of the program.
[Open-ended]
6. Thinking of KPU's **[Program Name]** program's curriculum as a whole, please provide any suggestions you have for improvement.
[Open-ended]
7. What topics, if any, were missing from the program?
[Open-ended]

QUESTIONS ON CHAPTER 4: EFFECTIVENESS OF INSTRUCTIONAL DELIVERY

Instructional Design and Delivery

When responding to questions about the quality of the education you have received, please refer to the program as a whole **without specifying the names of individual instructors or courses**.

Are appropriate opportunities provided to help students acquire the PLOs?

8. To what extent did KPU's **[Program Name]** program help you develop each of the following Program Learning Outcomes?

	Not at all	A small extent	A moderate extent	A large extent
Program Learning Outcome 1				
Program Learning Outcome 2				
Program Learning Outcome 3				
Program Learning Outcome 4				

Are appropriate opportunities provided to help students acquire the skills identified by the ministry and KPU's Skills and Outcome Policy?

The following question is intended exclusively for undergraduate programs below Level 5 and should not be included in programs at Level 5 or above.

9. To what extent did KPU's **[Program Name]** program help you develop each of the following skills?

	Not at all	A small extent	A moderate extent	A large extent
Writing clearly and concisely				
Speaking effectively (verbally express opinions or ideas clearly and concisely)				
Reading and comprehending material (appropriate to the field)				
Working effectively with others				
Analyzing and thinking critically				
Resolving issues or other problems				
Learning on your own				

Are appropriate work-integrated and/or community-engaged learning opportunities provided to help students acquire the learning outcomes?

10. How much do you agree or disagree that you had sufficient opportunities in the program to reinforce your learning through practical application of this learning? *(Included if applicable to the program)*
- ☐ Strongly disagree
 - ☐ Somewhat disagree
 - ☐ Neither agree nor disagree
 - ☐ Somewhat agree
 - ☐ Strongly agree
11. Were you involved in any of the following work-integrated and/or community-engaged learning opportunities? Select all that apply. *(Included if applicable to the program - program should review the response options)*
- ☐ Practicum or clinical placement
 - ☐ Co-op
 - ☐ Work-integrated course project where you reinforce your learning through a practical application relevant to industry or a community partner. This includes service learning
 - ☐ Applied research projects
 - ☐ Studio courses
 - ☐ Lab courses
12. Indicate the extent the work-integrated and/or community-engaged learning opportunities contributed to your learning. *(Include if applicable to the program)*

	Not at all	A small extent	A moderate extent	A large extent
Include the selections from previous question.				

Does the program design ensure students are prepared for subsequent courses?/Are students making satisfactory progress in the program?

13. Thinking of KPU's **[Program Name]** program as a whole, please indicate your agreement with the following. *(Last two items are for non-cohort-based programs only)*

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
The prerequisites offered prepared me for more advanced courses.					
I was able to take the prerequisite courses when I needed them.					
The range of courses offered each term was adequate.					

Does the instruction meet the needs of diverse learners?

14. Overall, how satisfied or dissatisfied are you with the instruction you have received in KPU's **[Program Name]** program?
- ☐ Very dissatisfied
 - ☐ Somewhat dissatisfied

- Neither satisfied nor dissatisfied
- Somewhat satisfied
- Very satisfied

15. Thinking of how instruction is delivered across the program as a whole, please indicate the strengths of the program instruction.

[Open-ended]

16. Thinking of how instruction is delivered across the program as a whole, please provide any suggestions you have for improvement in program instruction.

[Open-ended]

Do the assessment methods allow students to demonstrate to what extent they have achieved the learning outcomes?

17. Thinking of how learning is assessed in the program as a whole, indicate your agreement with the following.

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
I received clear information on how I would be evaluated.					
The range of assessments let me demonstrate what I had learned.					
The assessment standards were consistent throughout the program.					
My instructors provided useful feedback.					
My instructors provided timely feedback.					

Are graduates of the program successful?

Further Education

18. Have you pursued further education since completing KPU's **[Program Name]** program?

- Yes
- No

Display questions 19-21 if Q18 is yes

Skip to Employment section if Q18 is no

19. Please list the name of the program and the institution where you enrolled after completing KPU's **[Program Name]** program.

[Open-ended]

20. What is the highest credential you have earned or are currently pursuing since completing KPU's **[Program Name]** program?

- Diploma
- Associate Degree
- Bachelor's Degree
- Master's Degree

- Doctorate
- Professional designation (please specify)
- Other (please specify)

21. How much do you agree or disagree that the KPU's **[Program Name]** program prepared you well for further education?

- Strongly disagree
- Somewhat disagree
- Neither agree nor disagree
- Somewhat agree
- Strongly agree

Employment

22. Are you currently employed in a field related to what you studied at KPU?

- Yes
- No

Display questions 23-25 if Q22 is yes

Display question 26 if Q22 is no

23. Which of the following best describes your current employment situation?

- Full-time regular position
- Part-time regular position
- Contract position
- Casual or temporary position
- Self-employed

24. What is your position/role/job title?

[Open-ended]

25. Could you specify the organization where you are currently employed? This information will help us better determine KPU graduates' career trajectories.

[Open-ended]

26. Were you previously employed in a field related to what you studied at KPU?

- Yes
- No

Display questions 27-28 if Q26 is yes

Skip to Alumni Relations section if Q26 is no

27. Which of the following best describes your previous employment situation?

- Full-time regular position
- Part-time regular position
- Contract position
- Casual or temporary position
- Self-employed

28. What was your position/role/job title?

[Open-ended]

29. Based on your experience since graduating, how much do you agree or disagree that the program prepared you well for an entry-level job in the industry?

- ☐ Strongly disagree
- ☐ Somewhat disagree
- ☐ Neither agree nor disagree
- ☐ Somewhat agree
- ☐ Strongly agree

30. Please identify the skills/knowledge area(s) you felt were missing, if any, for an entry-level job in your industry.
[Open-ended]

Does the program have the connections to the discipline/sector to remain current?]

Alumni Connections

31. Please indicate the extent you agree with the following statements:

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
The program provided me with opportunities to develop connections with industry/potential employers.					
I am provided with opportunities to stay connected to the [Program Name] program?					

32. What can the program do to build better connections with alumni?
[Open-ended]

33. Thank you for completing the survey! Would you like to be entered into the draw for your choice of a \$200 gift card to Amazon or a grocery store?

- ☐ Yes
- ☐ No

Display if question Q33 is yes

34. Please enter your email address. This will only be used to conduct the prize draw and contact the winner. It will not be linked to your survey responses. Make sure to click "Submit" at the bottom of this page.
[Open-ended]

KPU's **[Program Name]** program would like to keep in closer touch with alumni, share news, send invitations to special events and provide information about other networking opportunities.

If you're interested in joining the KPU **[Program Name]** Alumni group, please provide your email address. Your contact information will be collected separately from your survey responses to ensure your anonymity is maintained.

Email address: _____

Thank you very much for your feedback! Your participation is greatly appreciated and will go a long way towards strengthening KPU's **[Program Name] program.**

Appendix C: Faculty Survey Standard Questions

KPU Program Review Faculty Survey

Survey Invite:

Your voice matters: Help shape the future of KPU's [Program Name].

Dear [Name],

KPU's [Program Name] is currently undergoing a review, and your feedback as a faculty member is essential. As someone who teaches in the program, you have valuable insights into its strengths, challenges, and opportunities for improvement. By completing this survey, you will play an important role in informing the future development and continuous improvement of the program.

The survey takes approximately 15–20 minutes and includes opportunities to share detailed comments. While participation is voluntary and you may skip any questions, we strongly encourage you to complete the survey in full so your perspective can have the greatest impact.

Please complete the survey by [Date].

Your responses will be handled exclusively by KPU's Office of Planning & Accountability. All feedback is anonymous and you will not be made identifiable in any of the reporting. Results will be reported in aggregate, along with anonymized comments.

If you have any questions or concerns, please contact [Research Analyst Name] at [Research Analyst Email].

Survey Questions:

Chapters of the Self-Study Report where the results should be reported are highlighted throughout. The highlighted statements and phrases in brackets are not shown in the actual surveys.

QUESTIONS ON CHAPTER 3: PROGRAM RELEVANCE AND DEMAND

Program Relevance

Are the program learning outcomes relevant to the current needs of the discipline/sector?

1. Thinking of KPU's [Program Name] program as a whole, indicate how much you agree or disagree with the following.

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
Program curriculum is relevant to the needs of the discipline/sector.					
The program prepares students for a career in the discipline/sector.					

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
The program prepares students for further education in the field.					

2. Please indicate how relevant each of the following Program Learning Outcomes to the current needs of the discipline/sector.

	Not at all relevant	Slightly relevant	Somewhat relevant	Very relevant
Program Learning Outcome 1				
Program Learning Outcome 2				
Program Learning Outcome 3				
Program Learning Outcome 4				

3. Overall, how satisfied or dissatisfied are you with KPU's **[Program Name]** program curriculum?
- ☐ Very dissatisfied
 - ☐ Somewhat dissatisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Somewhat satisfied
 - ☐ Very satisfied
4. Thinking of KPU's **[Program Name]** program's curriculum as a whole, please indicate the strengths of the program.
[Open-ended]
5. Thinking of KPU's **[Program Name]** program's curriculum as a whole, please provide any suggestions you have for improvement.
[Open-ended]

QUESTIONS ON CHAPTER 4: EFFECTIVENESS OF INSTRUCTIONAL DELIVERY

Instructional Design and Delivery

Are appropriate opportunities provided to help students acquire the PLOs?

6. To what extent is KPU's **[Program Name]** program helping students develop the following Program Learning Outcomes?

	Not at all	A small extent	A moderate extent	A large extent
Program Learning Outcome 1				
Program Learning Outcome 2				
Program Learning Outcome 3				
Program Learning Outcome 4				

Are appropriate opportunities provided to help students acquire the skills identified by the ministry and KPU's Skills and Outcome Policy?

The following question is intended exclusively for undergraduate programs below Level 5 and should not be included in programs at Level 5 or above.

7. To what extent is KPU's **[Program Name]** program helping students develop the following skills?

	Not at all	A small extent	A moderate extent	A large extent
Writing clearly and concisely				
Speaking effectively (verbally express opinions or ideas clearly and concisely)				
Reading and comprehending material (appropriate to the field)				
Working effectively with others				
Analyzing and thinking critically				
Resolving issues or other problems				
Learning on their own				

Does the program design ensure students are prepared for subsequent courses?

8. Thinking of KPU's **[Program Name]** program as a whole, how much do you agree or disagree that the prerequisites offered prepare students for more advanced courses?

- ☐ Strongly disagree
- ☐ Somewhat disagree
- ☐ Neither agree nor disagree
- ☐ Somewhat agree
- ☐ Strongly agree

Does the instruction meet the needs of diverse learners?

9. Thinking of how the program's courses are delivered, please indicate your agreement with the following.

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
Multiple learning modalities are accommodated.					
The delivery of the curriculum is effective.					
Course materials reflect current developments in the discipline/sector.					

10. Overall, how satisfied or dissatisfied are you with the quality of instruction across the program?

- ☐ Very dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat satisfied
- ☐ Very satisfied

11. Thinking of how instruction is delivered across the program as a whole, please indicate the strengths of the program instruction.

[Open-ended]

12. Thinking of how instruction is delivered across the program as a whole, please provide any suggestions you have for improvements in program instruction.

[Open-ended]

Do the assessment methods allow students to demonstrate to what extent they have achieved the learning outcomes?

13. Thinking of how learning is assessed in the program courses you teach, indicate your agreement with the following.

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
Assessment methods align with program learning outcomes.					
The range of assessments let students demonstrate what they have learned.					
Students are provided clear information on how they will be evaluated.					
The assessment standards are consistent throughout the program.					

QUESTIONS ON CHAPTER 5: RESOURCES, SERVICES AND FACILITIES

Program Resources, Services and Facilities

Does the program have the library and learning resources needed to deliver the curriculum?]

14. How well are the following library resources meeting the program's needs? *(Program decides whether to add or remove items)*

	Have not used	Not at all	Somewhat well	Very well	Extremely well
Equipment/laptops for loan					
Print/hard copy book collection					
Ebook (electronic book)					
Print/hard copy magazine, newspapers, journals					
Full text online articles and research databases					
Online subject guides (Libguides)					
DVD collection					
Online streaming videos					
Librarian support for program-related research					

Does the program have the specialized technology needed to deliver the curriculum?

15. How well are the following specialized technologies meeting the program's needs? *(Included if the program has specialized technology)*

	Have not used/Don't know	Not at all	Somewhat well	Very well	Extremely well
Technology 1					
Technology 2					

Does the program have the facilities needed to deliver the curriculum?

16. How well are the following facilities meeting program's needs? *(Included if the program has specialized facilities)*

	Have not used/Don't know	Not at all	Somewhat well	Very well	Extremely well
Facility 1					
Facility 2					

Does the program have the support services needed to deliver the curriculum?

17. How well are the following services meeting the program's needs? (*Program decides whether to add or remove items*)

	Have not used/Don't know	Not at all	Somewhat well	Very well	Extremely well
Availability of required texts at the KPU bookstore					
Advising Services					
Career Services					
Accessibility Services					

Thank you very much for your feedback! Your participation is greatly appreciated and will go a long way towards strengthening KPU's [Program Name] program.

Appendix D: Discipline/Sector Survey Standard Questions

KPU Program Review Discipline/Sector Survey

Survey Invite:

Dear [Name],

KPU's [Program Name] is currently undergoing a review, and your feedback is highly valued. As a member of the discipline/sector, you bring important perspectives on industry trends, workforce needs, and the knowledge, skills, and competencies that graduates require for success. Your insights will help us assess the program's relevance, quality, and responsiveness to the needs of the field. By completing this survey, you will contribute to the ongoing improvement and future direction of the program.

The survey takes approximately 10-15 minutes and includes opportunities to share detailed comments. While participation is voluntary and you may skip any questions, we strongly encourage you to complete the survey in full so your perspective can have the greatest impact.

Please complete the survey by [Date].

Your responses will be handled exclusively by KPU's Office of Planning & Accountability. All feedback is anonymous and you will not be made identifiable in any of the reporting. Results will be reported in aggregate, along with anonymized comments.

If you have any questions or concerns, please contact [Research Analyst Name] at [Research Analyst Email].

Survey Questions

Chapters of the Self-Study Report where the results should be reported are highlighted throughout. The highlighted statements and phrases in brackets are not shown in the actual surveys.

About Your Organization/Role

1. How familiar are you with KPU's [Program Name] program?
 - Not at all familiar [skip next question]
 - Slightly familiar [skip next question]
 - Moderately familiar
 - Very familiar

QUESTIONS ON CHAPTER 3: PROGRAM RELEVANCE AND DEMAND

Program Relevance

Are the program learning outcomes relevant to the current needs of the discipline/sector?

2. Considering the needs and expectations of your organization, how important is it for an entry-level employee to be able to demonstrate the following?

	Not at all important	Somewhat important	Very important	Essential
Program Learning Outcome 1				
Program Learning Outcome 2				
Program Learning Outcome 3				
Program Learning Outcome 4				

3. What other skills, training or knowledge should an entry-level applicant have to be hired into your organization?

[Open-ended]

4. What are the emerging trends in the sector that KPU **[Program Name]** students should be prepared for? These trends might include technology, sustainability, and innovation. Please be as specific as you are able to.

[Open-ended]

QUESTIONS ON CHAPTER 4: EFFECTIVENESS OF INSTRUCTIONAL DELIVERY

Career and Further Education Preparedness

Are graduates of the program successful?

5. Which of the following best describes your previous experience with students and/or alumni in KPU's **[Program Name]** program? Please select all that apply. *(Include if applicable to the program) (programs should review response options)*

- ☐ I have hosted KPU [Program Name] co-op, practicum or internship students.
- ☐ I have worked with KPU students on class projects.
- ☐ I have worked with KPU [Program Name] alumni.
- ☐ None of the above *[Skip to Program's Connections section]*

Display if Q8 is I have hosted KPU [Program Name] co-op, practicum, or internship students.

6. Based on your experience, how prepared were KPU's **[Program Name]** co-op, practicum or internship students to work in your organization?
- ☐ Not at all prepared
 - ☐ Somewhat prepared
 - ☐ Very well prepared
 - ☐ Extremely well prepared

Display if Q8 is I have worked with KPU students on class projects.

7. Based on your experience, how prepared were the KPU **[Program Name]** students you worked with on class projects?
- ☐ Not at all prepared
 - ☐ Somewhat prepared
 - ☐ Very well prepared
 - ☐ Extremely well prepared

Display if Q8 is I have worked with KPU [Program Name] alumni.

8. Based on your experience, how prepared were KPU's **[Program Name]** alumni to work in your organization?
- ☐ Not at all prepared
 - ☐ Somewhat prepared
 - ☐ Very well prepared
 - ☐ Extremely well prepared

9. Please comment on how well the program is preparing students for work.
[Open-ended]

QUESTIONS ON CHAPTER 3: PROGRAM RELEVANCE AND DEMAND

Program's Connections

Does the program have the connections to the discipline/sector to remain current?

10. How satisfied or dissatisfied are you with the opportunities you have to stay connected to KPU's **[Program Name]** program?
- ☐ Very dissatisfied
 - ☐ Somewhat dissatisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Somewhat satisfied
 - ☐ Very satisfied
11. What can KPU's **[Program Name]** program do to build better connections with the discipline/sector?
[Open-ended]
12. Please rate your level of interest in participating in projects that connect program students with the industry or sector.
- ☐ Not at all interested [skip next question]
 - ☐ Somewhat interested
 - ☐ Very interested

13. Please share any project ideas you have to connect program students with the industry.

[Open-ended]

If you would like to explore partnership opportunities with KPU's **[Program Name]** program or connect with KPU students for work placements or other activities related to this program, please provide your email address. This information will be separated from your survey responses and sent to the program in a separate link so your survey responses will remain anonymous.

Email address: _____

Thank you very much for your feedback! Your participation is greatly appreciated and will go a long way towards strengthening KPU's [Program Name] program.

Appendix E: PAC Survey Standard Questions

KPU Program Review PAC Survey

Survey Invite:

Dear [Name],

KPU's [Program Name] is currently undergoing a review, and your feedback is highly valued. As a member of the program advisory committee (PAC), you bring important perspectives on industry trends, workforce needs, and the knowledge, skills, and competencies that graduates require for success. Your insights will help us assess the program's relevance, quality, and responsiveness to the needs of the field, as well as the effectiveness of the PAC. By completing this survey, you will contribute to the ongoing improvement and future direction of the program.

The survey takes approximately 10-15 minutes and includes opportunities to share detailed comments. While participation is voluntary and you may skip any questions, we strongly encourage you to complete the survey in full so your perspective can have the greatest impact.

Please complete the survey by [Date].

Your responses will be handled exclusively by KPU's Office of Planning & Accountability. All feedback is anonymous and you will not be made identifiable in any of the reporting. Results will be reported in aggregate, along with anonymized comments.

If you have any questions or concerns, please contact [Research Analyst Name] at [Research Analyst Email].

Survey Questions

Chapters of the Self-Study Report where the results should be reported are highlighted throughout. The highlighted statements and phrases in brackets are not shown in the actual surveys.

QUESTIONS ON CHAPTER 3: PROGRAM RELEVANCE AND DEMAND

Program Relevance

Are the program learning outcomes relevant to the current needs of the discipline/sector?

1. Considering the needs and expectations of your organization, how important is it for an entry-level employee to be able to demonstrate the following?

	Not at all important	Somewhat important	Very important	Essential
Program Learning Outcome 1				
Program Learning Outcome 2				
Program Learning Outcome 3				
Program Learning Outcome 4				

2. What other skills, training or knowledge should an entry-level applicant have to be hired into your organization?
[Open-ended]
3. What are the emerging trends in the sector that KPU **[Program Name]** students should be prepared for? These trends might include technology, sustainability, and innovation. Please be as specific as you are able to.
[Open-ended]

PAC Effectiveness

How effective is the Program Advisory Committee (PAC) in helping to ensure the overall quality, relevancy and currency of the program?

4. Please rate the extent to which you agree or disagree with each of the following statements about the Program Advisory Committee's role.

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
PAC meetings are used to obtain feedback and guidance about the program's relevancy and currency.					
PAC meetings are run effectively to make good use of time.					
PAC members effectively identify work placements for graduates.					
PAC members effectively promote the program within the discipline/sector.					
My feedback on the program is actively solicited.					

Display if any of Q4 = Somewhat or strongly disagree

5. You somewhat or strongly disagreed with at least one of the items above regarding the PAC's role. Please describe why.
[Open-ended]

Display if "PAC meetings are used to obtain feedback and guidance about the program's relevancy and currency" in Q4 = somewhat or strongly agree

6. Please rate the extent to which you agree or disagree with each of the following statements about the Program Advisory Committee's effectiveness.

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
The PAC offers actionable curricular					

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
guidance, such as advice on program objectives and learning outcomes.					
Provides timely advice on changes in the discipline/sector that could affect the program.					
The program makes effective use of the advice and guidance provided by the PAC.					

Display if any of Q7 = somewhat or strongly disagree

7. You somewhat or strongly disagreed with at least one of the items above regarding the PAC's effectiveness. How can the effectiveness of the PAC be improved?

[Open-ended]

8. Are PAC meetings held often enough to do effective work?
- ☐ Not often enough
 - ☐ Just right
 - ☐ Too often

Display if Q8 = not often enough or too often

9. How often should PAC meetings be held to be effective?

[Open-ended]

QUESTIONS ON CHAPTER 4: EFFECTIVENESS OF INSTRUCTIONAL DELIVERY

Career and Further Education Preparedness

Are graduates of the program successful?

10. Which of the following best describes your previous experience with students and/or alumni in KPU's **[Program Name]** program? Please select all that apply. *(Include if applicable to the program) (programs should review response options)*
- ☐ I have hosted KPU [Program Name] co-op, practicum or internship students.
 - ☐ I have worked with KPU students on class projects.
 - ☐ I have hired or worked with KPU [Program Name] graduates.
 - ☐ None of the above *[Skip to Program's Connections section]*

Display if Q8 is I have hosted KPU [Program Name] co-op, practicum, or internship students.

11. Based on your experience, how prepared were KPU's **[Program Name]** co-op, practicum or internship students to work in your organization?
- ☐ Not at all prepared
 - ☐ Somewhat prepared
 - ☐ Very well prepared
 - ☐ Extremely well prepared
 - ☐ Don't know

Display if Q8 is I have worked with KPU students on class projects.

12. Based on your experience, how prepared were the KPU **[Program Name]** students you worked with on class projects?

- ☐ Not at all prepared
- ☐ Somewhat prepared
- ☐ Very well prepared
- ☐ Extremely well prepared
- ☐ Don't know

Display if Q8 is I have worked with KPU [Program Name] alumni.

13. Based on your experience, how prepared were KPU's **[Program Name]** graduates to work in your organization?

- ☐ Not at all prepared
- ☐ Somewhat prepared
- ☐ Very well prepared
- ☐ Extremely well prepared
- ☐ Don't know

14. How, if at all, can the program better prepare its students for work?

[Open-ended]

QUESTIONS ON CHAPTER 3: PROGRAM RELEVANCE AND DEMAND

Program's Connections

Does the program have the connections to the discipline/sector to remain current?

15. How much do you agree or disagree that the current PAC composition adequately reflects the program's discipline/sector?

- ☐ Strongly disagree
- ☐ Somewhat disagree
- ☐ Neither agree nor disagree
- ☐ Somewhat agree
- ☐ Strongly agree

Display if Q13 = somewhat disagree or strongly disagree

16. You somewhat or strongly disagreed that the current PAC composition adequately reflects the program's discipline/sector. How can it be improved?

[Open-ended]

Thank you very much for your feedback! Your participation is greatly appreciated and will go a long way towards strengthening KPU's **[Program Name] program.**

Appendix F: Discipline/Sector and PAC Survey Pre-Communication Email from Dean

Subject: Your Voice Matters: Upcoming KPU [Program Name] Program Review Survey

Dear Colleagues,

In the coming weeks, you will be invited to participate in an important survey about [program name] as a member of this sector. If you are a current member of the Program Advisory Committee (PAC), you will also be asked a few questions specific to your experience on the PAC.

I am writing to highlight how valuable your input is in shaping the future of our programs and ensuring they remain responsive, relevant, and aligned with the evolving discipline/sector and community needs. These surveys are a key part of our continuous quality improvement process. The insights we gather directly inform program improvements, ensuring that what we deliver reflects current industry standards, emerging trends, and the expectations of both employers and learners.

We strongly encourage you to take a few minutes to complete the survey when it arrives. Your participation is voluntary but helps to ensure that our programs continue to prepare learners for success while meeting the needs of our communities and industry partners.

Thank you in advance for your time, insight, and continued support of program improvements.

Sincerely,

[Dean's Name]

Dean, [Faculty/School Name]